



2121 #4
9-2002

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Gregory L. Trauth et al.

Attorney Docket: 47128-00011USPT

Serial No.: 09/998,941

Group Art: 2121

Filed: November 15, 2001

Examiner: Unknown

Title: CUSTOMER COMPLAINT ALERT
SYSTEM AND METHOD

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Technology Center 2100

THIRD INFORMATION DISCLOSURE STATEMENT
UNDER 37 C.F.R. §§1.97 and 1.98

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GROUP 3600

Commissioner for Patents
Washington, D.C. 20231

CERTIFICATE OF MAILING
37 C.F.R. 1.8

I hereby certify that this correspondence is being deposited with the U.S.
Postal Service as First Class Mail in an envelope addressed to:
Commissioner for Patents, Washington, D.C. on the date indicated below:

9-13-02 Maureen Hammonds
Date Signature

Dear Commissioner:

In compliance with the duty of disclosure under 37 C.F.R. §1.56, it is respectfully requested that this Third Information Disclosure Statement be entered and the reference(s) listed on attached Form PTO-1449 be considered by the Examiner and made of record.

In accordance with 37 C.F.R. § 1.98(d), copies of the listed references are enclosed.

In accordance with 37 C.F.R. § 1.97(e)(1), Applicants hereby certify that each item of the information contained in this Third Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of the present statement, as evidenced by the enclosed search report dated August 26, 2002 for International application no. PCT/US02/08989.

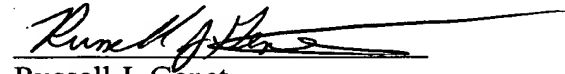
In accordance with 37 C.F.R. §§ 1.97(g),(h), this Third Information Disclosure Statement is not to be construed as a representation that a search has been made, and is not to be construed to be an admission that the information disclosed is, or is considered to be, prior

art with respect to the present application or material to patentability as defined in 37 C.F.R. §§ 1.56.

The present Third Information Disclosure Statement is being submitted prior to the receipt of a first Office Action reflecting an examination on the merits. In light of the preceding certification, no fees are believed to be due in connection with the filing of this Third Information Disclosure Statement. However, should any fees be deemed necessary (except payment of the issue fee), the Commissioner is authorized to charge any deficiency or to credit any over payment to Jenkins & Gilchrist Account No. 10-0447/47128-00011USPT.

Respectfully submitted,

9/13/02
Date



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